



Position Description

UCAN AmeriCorps members engage in meaningful service that meets critical community needs throughout Southwest Oregon. UCAN projects improve access to social services by bridging barriers to educational opportunities, mentoring, job skills development, employment resources, family stability, and having healthy futures. Our members engage clients in their dedicated service project, and then use their experience to recruit, retain, and support community volunteers in their project and host site. Our positions are a dynamic combination of serving in a dedicated project (85%) and engaging in civic and professional development opportunities, alongside our AmeriCorps cohort (15%).

SERVICE TERM

December 2, 2024 – July 31, 2025 (Full-time; 8 months – 1200 hours)

MEMBER LIVING ALLOWANCE

\$14,450 living allowance paid over the 8-month service term

EDUCATION AWARD

\$5,176.50 Segal Education Award upon successful completion of the term of service

POSITION TITLE

Eligibility Navigator

PROJECT HOST SITE

United Community Action Network

PROJECT LOCATION

251 NE Garden Valley Blvd. Roseburg, OR

POSITION SUMMARY

Join UCAN as an AmeriCorps Eligibility Navigator and help drive positive health outcomes in our communities by improving access to social services. At UCAN, we're committed to enhancing prosperity and well-being by delivering vital services that address crucial issues like housing, food security, energy efficiency, child development, and elder support. Our goal is to stabilize lives by meeting fundamental needs and empowering individuals to overcome poverty through skill-building, resource provision, and opportunity creation.

As an AmeriCorps Eligibility Navigator, you'll play a pivotal role in one of UCAN's four departments, contributing to our organization-wide initiative to streamline eligibility and referral for UCAN services. Your service will be key in simplifying access for low-income individuals and families in Douglas and Josephine County. Join us in making a meaningful difference in the lives of those we serve.

ESSENTIAL RESPONSIBILITIES (to include, but not limited to)

- Serve as an initial point of contact for community members seeking UCAN services, offering compassionate support and guidance.
- Assist individuals in accessing UCAN services addressing fundamental needs such as shelter, housing, food security, and energy efficiency, and facilitate external referrals when necessary.
- Collaborate closely with team of AmeriCorps members and Supervisor to streamline eligibility processes, contribute to the development of new procedures, and implement efficient systems.

- Provide personalized guidance and support to individuals and families navigating the complexities of eligibility requirements, ensuring equitable access to UCAN services.
- Contribute to the development and implementation of strategies aimed at enhancing service delivery and accessibility for all clients.
- Maintain meticulous records and documentation of client interactions and eligibility determinations, ensuring accuracy and confidentiality.
- As the liaison to one of UCAN's four departments, stay abreast to changes in eligibility criteria and regulations, to inform the development of internal eligibility procedures.
- Participate actively in ongoing training and professional development opportunities to enhance skills and knowledge relevant to eligibility navigation and client support.
- Advocate for clients' needs within the organization, ensuring their voices are heard and their concerns addressed effectively.
- Foster a positive and inclusive work environment by promoting collaboration, respect, and empathy among team members, contributing to a culture of mutual support and growth.
- Implement and/or develop systems to inform Volunteer Management Goals.
- Complete and submit all necessary UCAN paperwork and reports in a timely manner.
- Attend and complete all UCAN training and service requirements including orientation, trainings, team meetings, and National Days of Service (MLK Jr. Day, and June Service Event).
- Wear AmeriCorps apparel and/or appropriate identifiers while performing service or attending official events.

MARGINAL RESPONSIBILITIES (to include, but not limited to)

- Attend regular team meetings and trainings
- Complete agency reports regarding program progress
- Collaborate with other AmeriCorps members and UCAN staff to support community outreach events.

POSITION REQUIREMENTS

- Experience working with low-income individuals and families, preferably in a social services, public health, or nonprofit setting.
- Strong interpersonal skills and the ability to effectively communicate with diverse populations.
- Knowledge of or eagerness to learn eligibility requirements for various social service programs and the ability to interpret and apply them accurately.
- Excellent organizational skills and attention to detail, with the ability to manage multiple tasks and priorities simultaneously.
- Valid driver's license
- 17 years of age or older, at beginning of service term.
- U.S. citizen, U.S. national or lawful permanent resident.
- Possession of a high school diploma or equivalent, or commit to earning one prior to receiving an education award.
- Ability to commit to the full term of service for which they are applying.
- Must successfully pass a National Service Criminal History Check provided through UCAN and/or Project Host Site.
- Regular and reliable attendance.
- Have not previously served four terms in an AmeriCorps*State or National program. Members are only eligible for the equivalent of two full-time education awards in their lifetime.
- Applicants must disclose if they have ever been removed for cause from any national service program.

PREFERRED QUALIFICATIONS

- Bachelor's degree in social work, human services, public health, or related field preferred.
- Familiarity with community resources and organizations serving low-income populations.
- Bilingual proficiency in English and Spanish.
- Experience in case management or client advocacy roles, with a proven ability to navigate complex systems and advocate for client needs.

- Experience with motivational interviewing, trauma-informed care, or other relevant areas of professional development.
- Experience in program evaluation or quality improvement activities, with the ability to analyze data and identify areas for improvement.

SERVICE CONDITIONS

- Member will work in an office environment and will provide outreach at local community partner locations such as food pantries, shelter facilities, and community events.

PHYSICAL & INTELLECTUAL DEMANDS

- May require bending, color identification, crawling, gripping with hands and fingers, hearing alarms and voice conversation, keyboarding, kneeling, occasionally lifting up to 50 pounds, operating passenger vehicles, pulling, pushing, reaching, running, shoveling/digging, sitting, standing, standing long periods, walking, exposure to chemicals, dust or pollen, epoxy chemicals, fumes, intense light, noxious odors, sun, noisy areas. A reasonable amount of driving is required.

EQUIPMENT USED

- Computer
- Vehicle
- Copy Machine
- General Office Equipment

TRANSPORTATION INFORMATION

- Organizational vehicle is available for service activities. Member is covered by organization’s vehicle insurance policy.
- Project site is accessible by public transportation.

MEMBER BENEFITS INCLUDE

- \$14,450 living allowance paid over the 8-month service term (approx. \$850 bi/weekly, before taxes).
- \$5,176.50 education award upon successful completion of the term of service which can be used to repay qualified student loans or for further education in an accredited institution of higher learning, vocational or trade schools. The education award is taxed in the year that it is used. Members that are 55 and older may transfer the award to one child or grandchild.
- May be eligible for Loan Forbearance & Interest Accrual Repayment on qualified loans (after successful completion of a term of service, AmeriCorps will pay the accrued interest on qualified loans, which is taxable).
- Basic medical insurance (covers members only, not dependents; vision and dental not included).
- SNAP benefits for those who qualify.
- Child care allowance for those who qualify.
- Professional development, trainings and networking opportunities.

EQUITY & INCLUSION

UCAN values diversity and seeks to provide an inclusive space that rejects intolerance. Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. UCAN is an AA/EEO employer. UCAN provides reasonable accommodations for qualified individuals and conducts all activities in fully accessible settings.

HOW TO APPLY

Application Deadline: November 15, 2024

Interviews are conducted on a rolling basis as qualified candidates are identified, so early application is strongly

encouraged as member selection may be made prior to the application deadline.

Apply to UCAN AmeriCorps:

- Visit <https://my.americorps.gov/> and select “apply to serve”
- Create a login and password
- Build your AmeriCorps profile and application to serve
- Click on “Advanced Opportunity Search” and search by Program Name: “UCAN” and State: “OR”

QUESTIONS ABOUT THIS POSITION? CONTACT:

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QUESTIONS ABOUT AMERICORPS? CONTACT:

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